CSIT114/814 Group Assessment Notes and Marking Document
Part A: User Evaluation Report

Your group is to write a **professional report** outlining the evaluation of the potential system users and stakeholders to your client the 'NSW Government'. The overall aim is only to focus on the systems analysis stage of the project [you are not looking into design or development at this stage, or in this subject – consider that this is a process of identifying if the system is actually feasible and return the benefits that the government wants]. In the 'overview of the task' it states "the final outcome of your project is to write an effective systems analysis showing how the system would function and how the client can benefit from your proposed solution".

A professional report typically has the following structure:

- Letter of transmittal
- Frontispiece (contains the title, names of the producer[s] and recipient[s], source and date)
- Executive Summary
- Table of Contents
- Introduction
- {Body Text} this is split up under different headings depending on the nature and content of the report
- Conclusion
- References
- Glossary
- Appendices

For your report in the {body text} section, the following headings should be used: Stakeholder Analysis (analyse their interest and influence/power, could include personas of users); Interview Analysis (review the interview questions and answers, and explain what you learn about the stakeholders' need and the system); WBS, System Vision Documents, Gantt Charts (remember that in Part A you are only focusing on the analysis phase of a project lifecycle).

Note: It is expected that the report is created in a professional manner using the inbuilt features in word processors (e.g. MS Word) for creating headings, figures and captions, sections etc.

Marking Guide – The following are the sections from the marking rubric.

	Poor	Pass	Good	Very good	Excellent
Stakeholder analysis	- Stakeholder classification missing, no analysis	- Stakeholder classification provided but no analysis	- Stakeholder classification provided with some analysis	- - Stakeholder classification provided with appropriate analysis	- - Stakeholder classification provided with insightful analysis
Interview Analysis	- Not provided	- Basic review	- Review with some insight and information about the system	- Review with sufficient information for the system requirements	- Insightful review with accurate information for identifying the system requirements
System vision documents	- Not provided	- Basic document presented	- Document presented matches the requirements for the assessment	- Document presented matches the requirements for the assessment - Basic explanation of what the document is showing	- Document presented considers all aspects of the requirement - Detailed explanation of what the document is showing
WBS	- Not provided	- Basic document presented	- Document presented matches the requirements for the assessment	- Document presented matches the requirements for the assessment - Basic explanation of what the document is showing	- Document presented considers all aspects of the requirement - Detailed explanation of what the document is showing
Gantt chart	- Not provided	- Basic document	- Document presented	- Document presented	- Document presented

		presented	matches the requirements for the assessment	matches the requirements for the assessment - Basic explanation of what the document is showing	considers all aspects of the requirement - Detailed explanation of what the document is showing
Knowledge and analysis	- Limited understanding of key concepts / issues and ability to explain how these relate to each other	- Understanding of key concepts/issues and ability to explain how these relate to each other	- Clear understanding of key concepts / issues and ability to explain how these relate to each other - Beginning skills in critique and analysis rather than acceptance	- Understanding of key concepts/issues and ability to explain how these relate to each other - Evaluate conflicting opinions and draw conclusions	- Thorough understanding of key concepts / issues and ability to explain how these relate to each other - Evaluate conflicting opinions and draw conclusions
Creativity and innovation	- No creativity or innovation in the report regarding the problem of the client	- Limited creativity and innovation showing that you have a basic understanding of the problem of the client	Some creativity and innovation showing that you have an understanding of the problem of the client	- Clear creativity and innovation showing that you have a detailed understanding of the problem of the client	- Superior creativity and innovation showing that you have a comprehensive understanding of the problem of the client
Overall report structure	- Structural issues in the report	- Basic report structure - Evidence of introduction and conclusion but not all sections logically flow Control over the structure of the document	- Clear report structure following the basics of a professional report - Basic flow from one section to the next - Evidence of introduction and conclusion	- Professional Superior structure identifying a clear report structure with multiple levels of headings	- Superior structure identifying a clear report structure with multiple levels of headings which so clear linking between sections
Grammar, spelling and vocabulary	- Major spelling mistakes, grammatical inconsistencies and corrections	- Minor spelling mistakes, grammatical inconsistencies and corrections	- Absence of spelling mistakes, grammatical inconsistencies and corrections	- Professionally written with clear knowledge of issue	- Professionally written with clear knowledge of issue and client
Document presentation	- Formatting issues	- Basic formatting	- Formatting and style appropriate to the document	- Professional presentation and attention to detail	- Superior and professional presentation and attention to detail